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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
440091	MEMORIAL HEALTHCARE SYSTEM, INC	2525 DESALES AVE
440104	ERLANGER MEDICAL CENTER	975 E 3RD ST
440156	PARKRIDGE MEDICAL CENTER	2333 MCCALLIE AVE
440162	HEALTHSOUTH CHATTANOOGA REHAB HOSPITAL	2412 MCCALLIE AVE

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Address 2	Address 3	City	State
		CHATTANOOGA	TN
		CHATTANOOGA	TN
		CHATTANOOGA	TN
		CHATTANOOGA	TN

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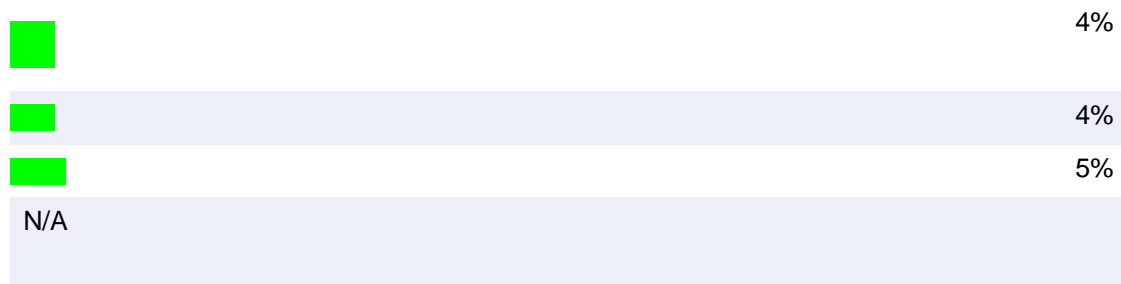
Based on Survey of Patients' Hospital Experiences (HCAHPS)

ZIP Code	County Name	Phone Number
37404	HAMILTON	4234952525
37403	HAMILTON	4237787000
37404	HAMILTON	4238944220
37404	HAMILTON	4236980221

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.



Percent of patients who reported that their nurses "Usually" communicated well.



Percent of patients who reported that their nurses "Always" communicated well.

81%

77%

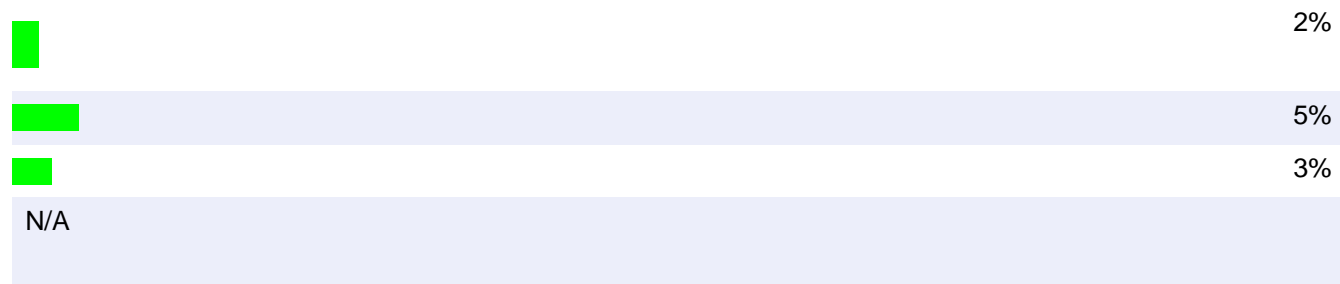
77%

N/A

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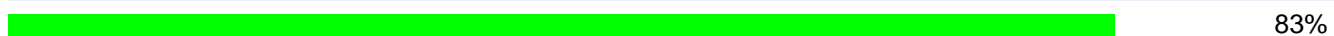
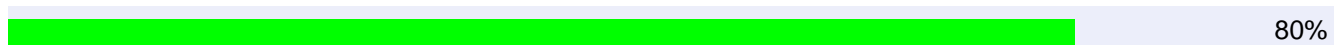
Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.



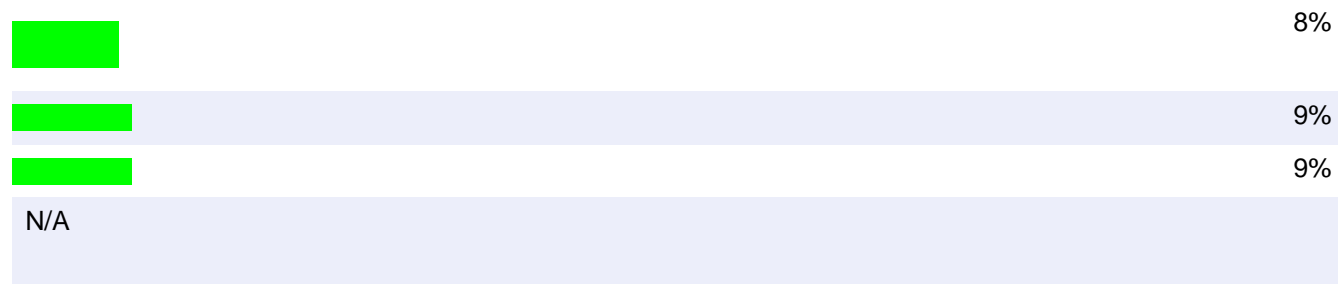
Percent of patients who reported that their doctors "Usually" communicated well.



Percent of patients who reported that their doctors "Always" communicated well.



Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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Percent of patients who reported that they "Usually" received help as soon as they wanted.

23%

25%

27%

N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.

69%

66%

64%

N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.

4%

6%

7%

N/A

Percent of patients who reported that their pain was "Usually" well controlled.

21%

21%

21%

N/A

Percent of patients who reported that their pain was "Always" well controlled.

75%

73%

72%

N/A

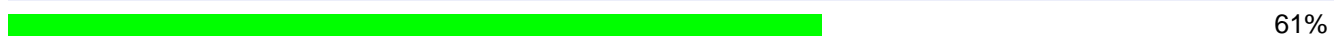
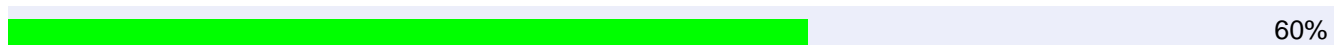
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



Percent of patients who reported that their room and bathroom were "Usually" clean.



Percent of patients who reported that their room and bathroom were "Always" clean.

72%

62%

71%

N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.

5%

8%

7%

N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.

27%

31%

26%

N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.

68%

61%

67%

N/A

Percent of patients who reported that YES, they were given information about what to do during their recovery at home.

86%

81%

84%

N/A

Percent of patients who reported that they were not given information about what to do during their recovery at home.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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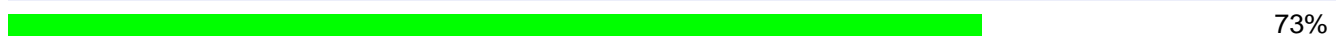
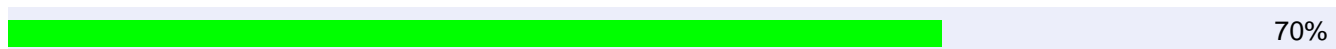
Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0
(lowest) to 10 (highest).



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0
(lowest) to 10 (highest).

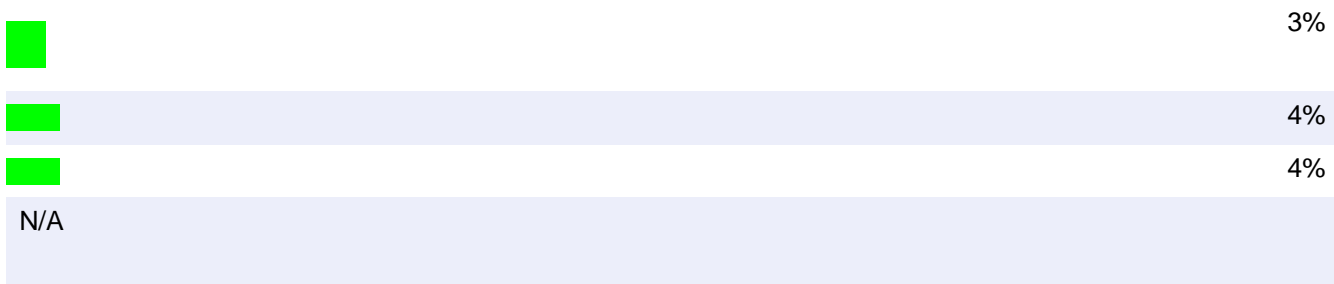


N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported NO,they would not recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would probably recommend the hospital.



Percent of patients who reported YES, they would definitely recommend the hospital.

84%

73%

75%

N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Number of Completed Surveys

300 or more




300 or more

300 or more

N/A

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent	Hospital Footnote
 41%	
 29%	
 35%	
N/A	No or very few patients were eligible for the HCAHPS survey